

WHAT IS CLAIMED IS:

1. A method for processing a voice message, comprising:

storing one or more voice representations, wherein each voice representation corresponds to a word or phrase;

storing one or more actions;

receiving a voice message;

analyzing the voice message to determine if one or more of the stored voice representations occur in the voice message;

performing one or more of the stored actions if one or more of the stored voice representations are found to occur in the voice message.

2. The method of claim 1, wherein each of the stored voice representations is a phoneme representation of a word or phrase.

3. The method of claim 2, wherein the received voice message is an analog voice message, the method further comprising:

converting the analog voice message from analog to digital; and

processing the digitized voice message into phonemes;

wherein the step of analyzing the voice message to determine if one or more of the stored voice representation is used, includes comparing the phonemes from the voice message with one or more of the stored voice representations.

4. The method of claim 1, further comprising the steps of:

the user specifying one or more words or phrases;

storing a voice representation of each of the user specified words or phrases; and

wherein in the step of analyzing the voice message, the stored voice representations

include the stored voice representations of the user specified words or phrases.

5. The method of claim 1, further comprising the steps of:

the user specifying one or more actions, wherein the actions are to be performed in the event one or more of the voice representations is found in the voice message;

storing the user specified one or more actions; and

5 wherein in the step of performing one or more of the stored actions, the stored actions include the user specified actions.

6. The method of claim 1, wherein the stored one or more actions includes marking the message as urgent.

7. The method of claim 1, wherein the stored one or more actions includes calling a pager.

8. The method of claim 1, wherein the stored one or more actions includes forwarding the voice message.

9. The method of claim 1, wherein the voice message is received over a telephone line.

10. A method for analyzing voice information received from a person over a communications line, comprising

storing one or voice representations, where each voice representation corresponds to a word or phrase;

storing one or more actions;

receiving voice information from a person over a communications line;

analyzing the voice information from the person to determine if one or more of the stored voice representations occur in the voice information received from the person; and

10 performing one or more of the stored actions if the voice information is found to include one or more of the stored voice representations.

11. The method of claim 10, wherein each of the stored voice representations is a phoneme representation of a word or phrase.

12. The method of claim 11, wherein the received voice information is analog voice information, the method further comprising:

converting the analog voice information from analog to digital; and

processing the digitized voice information into phonemes;

- 5 wherein the step of analyzing the voice information to determine if one or more of the stored voice representations is used, includes comparing the phonemes from the voice information with one or more of the stored voice representations.

13. The method of claim 10, further comprising the steps of:

a user specifying one or more words or phrases;

storing a voice representation of each of the user specified words or phrases; and

- 5 wherein in the step of analyzing the voice information, the stored voice representations include the stored voice representations of the user specified words or phrases.

14. The method of claim 10, further comprising the steps of:

the user specifying one or more actions, wherein the actions are to be performed in the event one or more of the stored voice representations is found in the voice information;

storing the user specified actions; and

- 5 wherein in the step of performing one or more of the stored actions, the stored actions include the user specified actions.

15. The method of claim 10, wherein the one or more actions include compiling statistics on the call.

16. The method of claim 10, wherein the communications line is a telephone line.

~~17.~~ An apparatus for processing a voice message, comprising:

a storage device for storing one or more voice representations where each voice representation corresponds to a word or phrase, and for storing one or more actions;

- 5 a processor for receiving a voice message, analyzing the voice message to determine if one or more of the stored voice representations occur in the voice message, and performing one or more of the stored actions if one or more of the stored voice representations is found to occur in the voice message.

18. The apparatus of claim 17, wherein each of the voice representations is a phoneme representation of a word or phrase.

19. The apparatus of claim 18, further comprising

an analog to digital converter for converting an analog voice message from analog to digital; and

wherein the processor is further for processing the digitized voice message into

5 phonemes and comparing the phonemes from the voice message with one or more of the stored voice representations.

20. The apparatus of claim 17, further comprising:

a user interface for receiving user specified words or phrases;

wherein the storage device is further for storing a voice representation of each of the user specified words or phrases; and

5 wherein in analyzing the voice message the stored voice representations include the stored one or more voice representations of the one or more user specified words or phrases.

21. The apparatus of claim 17, further comprising

a user interface for receiving user specified actions, wherein the actions are to be performed in the event one or more of the stored voice representations is found in the voice message; and

5 wherein the storage device is further for storing the user specified actions.

22. The apparatus of claim 17, wherein the apparatus is connected to a telephone line, and the processor is capable of receiving the voice message over the telephone line.

~~23.~~ An apparatus for analyzing voice information received from a person over a communications line, comprising

a storage device for storing one or voice representations, where each voice representation corresponds to a word or phrase, and for storing one or more actions;

5 a processor for receiving voice information from a person over a communications line, analyzing the voice information to determine if one or more of the stored voice representations occur in the voice information received from the person, and performing one or more of the stored actions if the voice information is found to include one or more of the stored voice representations.

24. The apparatus of claim 23, wherein each of the voice representations is a phoneme representation of a word or phrase.

25. The apparatus of claim 24, wherein the received voice information is analog voice information, further comprising:

an analog to digital converter for converting the analog voice information from analog to digital; and

5 wherein the processor is further for processing the digitized voice information into phonemes and comparing the phonemes from the voice information with one or more of the stored voice representations.

26. The apparatus of claim 23, further comprising:

a user interface for receiving information regarding user specified words or phrases;

27. The apparatus of claim 23, further comprising:

a user interface for receiving information regarding user specified actions, wherein the actions are to be performed in the event one or more of the voice representations is found in the voice information; and

5 wherein the storage device is further for storing the user specified actions.

28. The apparatus of claim 23, wherein the one or more actions include compiling statistics on the call.

29. The apparatus of claim 23, wherein the processor is capable of receiving the voice information over a telephone line.

~~30. A method for processing a voice message, comprising:~~

~~storing one or more actions;~~

~~receiving a voice message;~~

~~analyzing the voice message to determine if the voice message exhibits a~~

5 ~~predetermine pattern of speech;~~

~~performing one or more of the stored actions, if the predetermined pattern of speech is found to occur in the voice message.~~

31. The method of claim 30, further comprising:

converting the analog voice message from analog to digital; and
processing the digitized voice message into phonemes.

32. The method of claim 30, further comprising the steps of:

the user specifying one or more actions, wherein the actions are to be performed in
the event the predetermined pattern of speech is found in the voice message;

storing the user specified one or more actions; and

5 wherein in the step of performing one or more stored actions, the stored actions
include the user specified actions.

33. The method of claim 30, wherein the stored actions include marking the message as
urgent.

34. The method of claim 30, wherein the stored actions include calling a pager.

35. The method of claim 30, wherein the stored actions include forwarding the voice
message.

36. The method of claim 30, wherein the voice message is received over a telephone line.

37. A method for analyzing voice information received from a person over a
communications line, comprising

storing one or more actions;

receiving voice information from a person over a communications line;

5 analyzing the voice information from the person to determine if the voice information
exhibits a predetermined pattern of speech; and

performing one or more of the stored actions if the voice information is found to
exhibit the predetermined pattern of speech.

38. The method of claim 37, further comprising:

converting the voice information from analog to digital; and
processing the digitized voice information into phonemes.

39. The method of claim 37, further comprising the steps of:

the user specifying one or more actions, wherein the actions are to be performed in the event one or more of the voice representations is found in the voice information;

storing the user specified one or more actions; and

wherein in the step of performing one or more stored actions, the stored actions include the user specified actions.

40. The method of claim 37, wherein the communications line is a telephone line.

41. An apparatus for processing a voice message, comprising:

a storage device for storing information regarding a predetermined pattern of speech, and for storing one or more actions;

a processor for receiving a voice message, analyzing the voice message to determine if the voice message exhibits the predetermined pattern of speech, and performing one or more of the stored actions if the voice message is found to exhibit the predetermined pattern of speech.

42. The apparatus of claim 41, further comprising

a user interface for receiving user specified actions, wherein the actions are to be performed in the event the voice information is found to exhibit the predetermined pattern of speech; and

5 wherein the storage device is further for storing the user specified actions.

43. The apparatus of claim 41, wherein the apparatus is connected to a telephone line and wherein the processor is capable of receiving the voice information over the telephone line.

44. An apparatus for analyzing voice information received from a person over a communications line, comprising

a storage device for storing information regarding a predetermined pattern of speech, and for storing one or more actions;

a processor for receiving voice information from a person over a communications line, analyzing the voice information to determine if the voice information exhibits the predetermined pattern of speech, and performing one or more of the stored actions if the voice information is found to exhibit the predetermined pattern of speech.

45. The apparatus of claim 44, further comprising:

a user interface for receiving information regarding user specified actions, wherein the actions are to be performed in the event the voice information is found to exhibit the predetermined pattern of speech; and

5 wherein the storage device is further for storing the user specified actions.

46. The apparatus of claim 44, wherein the apparatus is connected to a telephone line and wherein the processor is capable of receiving the voice information over the telephone line.

~~47. A apparatus for processing a voice message, comprising:~~

~~means for storing one or more voice representations, wherein each voice representation corresponds to a word or phrase, and for storing one or more actions;~~

~~means for receiving a voice message; and~~

~~means for analyzing the voice message to determine if one or more of the stored voice representations occur in the voice message, and performing one or more of the stored~~

actions, if one or more of the stored voice representations is found to occur in the voice message.

~~48.~~ An apparatus for analyzing voice information received from a person over a communications line, comprising:

means for storing one or voice representations, where each voice representation corresponds to a word or phrase, and for storing one or more actions;

5 means for receiving voice information from a person over a communications line; and

means for analyzing the voice information from the person to determine if one or more of the stored voice representations occur in the voice information received from the person, and performing of the stored actions if the voice information is found to include one or more of the voice representations.

~~49.~~ An apparatus for processing a voice message, comprising:

means for storing one or more actions;

means for receiving a voice message; and

5 means for analyzing the voice message to determine if the voice message exhibits a predetermined pattern of speech, and performing one or more of the stored actions, if the predetermined pattern of speech is found to occur in the voice message.

~~50.~~ An apparatus for analyzing voice information received from a person over a communications line, comprising:

means for storing one or more actions;

means for receiving voice information from a person over a communications line;

5 and

means for analyzing the voice information from the person to determine if the voice information exhibits a predetermined pattern of speech, and performing one or more of the stored actions if the voice information is found to exhibit the predetermined pattern of speech.

~~51.~~ A computer readable medium whose contents cause a computer to perform a procedure for processing a voice message comprising the steps of:

receiving a voice message;

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5 analyzing the voice message to determine if one or more stored voice representations occur in the voice message, wherein each voice representation corresponds to a word or phrase; and

performing one or more stored actions if one or more of the stored voice representations are determined to occur in the voice message.

52. A computer readable medium whose contents cause a computer to perform a procedure for processing voice information comprising the steps of:

receiving voice information from a person over a communications line;

5 analyzing the voice information from the person to determine if one or more stored voice representations occur in the voice information, wherein each voice representation corresponds to a word or phrase; and

performing one or more stored actions if one or more of the stored voice representations are determined to occur in the voice information.

53. A computer readable medium whose contents cause a computer to perform a procedure for processing a voice message comprising the steps of:

receiving a voice message;

5 analyzing the voice message to determine if the voice message exhibits a predetermined pattern of speech;

performing one or more stored actions, if the predetermined pattern of speech is determined to occur in the voice message.

54. A computer readable medium whose content cause a computer to perform a procedure for processing voice information comprising the steps of:

receiving voice information from a person over a communications line;

analyzing the voice information from the person to determine if the voice

information exhibits a predetermined pattern of speech; and

performing one or more stored actions if the voice information is determined to exhibit the predetermined pattern of speech.